

**19TC1021Q0007- Pre-Quotation Conference for Travel Management Services**  
**Solicitation minutes of Meeting**

**Date** : March 3, 2021  
**Time** : 10:00 a.m.  
**Venue**: Online (Microsoft Teams meeting)

**Attendees:** U.S. Embassy Contracting Officer  
U.S. Embassy Procurement Supervisor  
U.S. Embassy Procurement Agent  
U.S. Embassy Senior Travel Assistant/Contracting Officer Representative  
U.S. Embassy Travel Assistant  
7 representatives from 3 companies.

**Introduction:**

The Contracting Officer welcomed all bidders and explained purpose of the contract.

**Contracting Office explained the following:**

- This is a five year contract with a base year and four option years .
- This is a firm fixed price contract.
- Offers shall be submitted in Local Currency (AED).
- Do not include VAT amount in the offer. Applicable VAT amount shall be included in the invoice for payment by the Embassy.
- Offers must be submitted in original hard copy as per the solicitation and electronically via e-mail to [AbuDhabiContracts@state.gov](mailto:AbuDhabiContracts@state.gov) . Price and Technical offers must be submitted separately.
- Electronic submission: Only documents in PDF format will be accepted via email. Other file formats, links, CDs, flash drive etc. are not acceptable. Please ensure that attachments do not exceed 10MB. If there are more files to be attached, send separate e-mail(s) within the file size restriction mentioned above. Mark the solicitation number on the subject line of the email(s).
- Hard copy submission: All envelopes shall be sealed and marked with the solicitation number and clearly printed with the following address for proper identification: Attention to: The Contracting Officer, General Services Office, U.S. Embassy, Abu Dhabi.
- The contract will be awarded to the lowest priced technically acceptable company as per the evaluation criteria of the solicitation section 4.
- Quotations must be submitted by completing the SF1449 and the Pricing table in the solicitation. Offers received with any other formats or company letter head/ quotation form shall not be considered for evaluation.
- Follow Section 3 and 4 of the solicitation and submit offers as required.
- The Contracting Office strongly recommends all companies to register in the System for Award Management (SAM) prior to submitting their offers. Registration is free. There are three steps to complete the process; see our

webpage for the links and explanations. (Browse to <https://ae.usembassy.gov/embassy-consulates/abu-dhabi/contract-opportunities/> and click look for 'Notice to Prospective Vendors'). The contract will not be awarded to a vendor if they have not registered under SAM. Hence, prior registration will be beneficial and will not delay awarding the contract to the lowest priced technically acceptable company.

- Closing date of offers is March 21, 2021 by 05:00 pm (Local time).

#### **Contracting Officer Representative (COR)**

- Late submission cannot be considered for evaluation.

#### **Contracting Officer Representative:**

Explained the SOW and intend of this contract.

- Contractor needs to submit their offer for only the transaction fees.
- A travel agent's support will be needed only when the Embassy Travel Assistant is on leave.
- 2 PC with Sabre Systems installed are to be provided for use in the office. 2 additional Sabre system codes/access are also required for use by the embassy travel agents on their laptops.

#### **Questions and Answers:**

***Q1: Is a Transaction Fee not applicable on Reissued tickets where there is no additional collection from the airline involved?***

A1: Transaction Fee will NOT be applicable when a ticket is reissued at NO ADC i.e. No Additional Collection.

***Q2: With reference to clauses 2.1g, 6.1 & 7.1 Is an Implant with 2 dedicated staff required at the premises of the U.S Embassy in Abu Dhabi***

A2: No Implant / Staffing required. The embassy travel assistants are proficient with SABRE GDS usage where they i.e. Embassy will create the PNR and Contractor will only issue the final purchase TKT/ET. No contractor staff is required in the U.S. embassy travel office, only 2 PCs with the Sable software.

***Q3: When will the transaction fee be due? Detail other services required.***

A3: The transaction fee will be due at the time of original ticket issuance and re-issuance with an ADC amount. The transaction fee will not be due at the time of NO ADC reissued tickets. The transaction fee will not be due when refund is processed. The bulk of services needed are associated with air tickets purchase. The need for the rest of the services is minimal and the process will be discussed on a case-by-case basis.

**Q4: Do you require the 24-hour support desk number to be toll free or can it also be collect-call? Our number is toll free for calls that originate from the UAE.**

A4: Only the embassy travel office will be calling this number and it will be from a UAE number, landline or mobile, hence a UAE toll free number is acceptable.

**Q5: May we change the transaction fee during the course of 5 Year Contract?**

A5: You may propose different fees for each one of the 5 years of the contract. However, once the contract has been signed, the fee(s) cannot be revised/renegotiated. Please make sure to completely fill in the tables for all option years provided in the solicitation package.

**Q6: What is the volume of Premium Class tickets versus Economy Class tickets?**

A6: As per US Govt. Travel regulations, premium class tickets are extremely limited. The anticipated volume is negligible and estimated at not more than 10 tickets annually.

**Q7: Is registration in SAM considered as a condition to accept our offer?**

A7: Registration in SAM is not required for your offer submission. However, a SAM registration is required for a contract award. We recommend that you start the registration process early as it may take 4-6 weeks to complete.

**Q8: Other than SABRE, which booking tool is US Embassy using currently?**

A8: The embassy only uses SABRE for air ticket reservations. The Embassy has our own internal systems for travel orders and funding approvals. The contractor will not have access to them and will not use them.